

RFI Number 3854 Memorandum

To: Vendors Interested in Responding to Request for Information (RFI) Number 3854 for the Mississippi Secretary of State (MSOS)

From: Craig P. Orgeron, Ph.D.

CC: ITS Project Number 42329

Date: December 1, 2015

Subject: Request for Information for an Online Voter Registration System (OLVR)

Contact Name: Patti Irgens

Contact Phone Number: 601-432-8223

Contact E-mail Address: Patti.Irgens@its.ms.gov

The Mississippi Secretary of State (MSOS) is soliciting information from potential Vendors providing related to the provision of innovative solutions for an Online Voter Registration System (OLVR). MSOS desires solutions Vendors have implemented or are in the process of implementing for customers similar to MSOS.

MSOS is amenable to various approaches and functionalities related to the Vendor's proposed solution for the provision of services requested, should MSOS decide to procure an OLVR. The OLVR website must interface with Mississippi's Statewide Election Management System (SEMS) for submission of the registration forms to the counties.

The main objectives of this RFI are to:

- Provide information MSOS may use to create a conceptual design of a potential OLVR Request for Proposal (RFP); and
- Provide MSOS the opportunity to gain insight into the implementation and ongoing maintenance costs associated with an OLVR.

It is important potential Vendors understand MSOS is seeking information from entities having direct experience with states or counties having similar systems in order to maximize the value and relevance of the information provided.

1. RFI SUBMISSION INSTRUCTIONS

- 1.1 MSOS is interested in receiving informational responses from Vendors which have successfully built and implemented an OLVR for another state or county.
- 1.2 Vendors are required to provide a response to each requirement listed below and may use any format they choose to illustrate their expertise in the OLVR environment.

- 1.3 Vendors should state their estimated costs to implement the proposed solution. The cost should be separated into the following categories:
- 1.3.1 On-line Voter Registration website
 - 1.3.2 Interface of submitted registration applications to SEMS
 - 1.3.3 OLVR integration in SEMS (Note: This is an optional cost submission and is only applicable to vendors with SEMS development experience)
 - 1.3.4 Other optional features
- 1.4 Vendors should explain their preferable cost method and demonstrate how MSOS will compensate the Vendor for its proposed solution. (e.g., based upon deliverables, full or one (1) lump sum payment, upon acceptance, etc.).
- 1.5 Information received during this RFI process is solely for informational purposes and will not be evaluated or disseminated to any agency other than MSOS or Mississippi Department of Information Technology Services (ITS).
- 1.6 Vendors must submit (4) four hard copies of their responses, as well as a softcopy of the response on CD/DVD or USB flash drive. Responses must be hand-delivered or mailed and will be accepted at any time prior to Friday, December 22, 2015, at 3:00 p.m. (Central Time) to Patti Irgens at the Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi 39211.
- 1.6.1 MSOS will accept any additional materials the Vendor would like to attach to highlight its products and services or product offerings, such as, but not limited to:
 - 1.6.1.1 Marketing brochures and materials;
 - 1.6.1.2 Videos;
 - 1.6.1.3 Website links;
 - 1.6.1.4 Webinars; and /or
 - 1.6.1.5 Time limited access privileges to content or systems
- 1.7 Vendor responses should be sealed and labeled as follows:

**SUBMITTED IN RESPONSE TO
RFI NO. 3854 - 42329
Accepted until December 22, 2015 @ 3:00 p.m.,
ATTENTION: Patti Irgens**

If you have any questions concerning the information above or if we can be of further assistance, please contact Patti Irgens at 601-432-8223 or via email at Patti.Irgens@its.ms.gov.

cc: ITS Project File Number 42329

REQUIREMENTS

1. Online Voter Registration (OLVR) Requirements

- 1.1 The Vendor will be responsible for creating an OLVR Internet site to provide access to public users to electronically complete a Mississippi voter registration application.
- 1.2 The proposed Internet site will be hosted by the Vendor.
- 1.3 The proposed Internet site must have the ability to display all required registration application fields in a format determined by MSOS.
- 1.4 An option must be given to allow public users to indicate whether the submission is a new voter registration application or an update to an existing registration.
- 1.5 The proposed Internet site must have the ability to submit, print and save the completed registration application to a local device.
- 1.6 The proposed Internet site must be optimized for use on mobile devices.
- 1.7 Data collection features such as new registrations, updates, type of device used (mobile or desktop) and total transactions must be available through the administrative functions of the site.
- 1.8 The proposed Internet site must be developed using a development tool which allows MSOS staff to make edits or additions to the information being provided. Please specify proposed development tool.
- 1.9 The Vendor must take all appropriate action to effectively protect the private information of users by employing safeguards to thwart cyber-attacks, and prevent a security breach. Encryption, Captcha and/or other programs that protect against automated hacking must be used, along with routine audit logs, secure networks, unique identifiers, and other strategies help impede unauthorized access.
- 1.10 The proposed Internet site will be linked to the MSOS web site and must be designed in a format complementary to the current web presence.
- 1.11 Joint Application Design (JAD) session(s) will be required with key Vendor staff on-site in Jackson, Mississippi.
- 1.12 Once completed by the public user, the paperless registration application must be submitted electronically to the OLVR holding folders in (SEMS).

- 1.13 The processing of these registration applications will closely follow the current format of processing electronic Department of Public Safety voter registrations by following the steps below:
 - 1.13.1 Department of Public Safety (DPS) verification. The first step in the process is to verify each registration application against all Driver's License and DPS Identification (ID) cards issued by DPS in Mississippi. Currently, the DPS data is in a SEMS table, but in the near future will require access to the new DPS website for verification.
 - 1.13.2 If verification is made with the DPS record, the DPS stored signature will be pulled into the OLVR holding table, along with other available data specified during JAD sessions.
 - 1.13.3 If verification cannot be made with the DPS record, the OLVR system will provide a method to notify the public user of the need to file the registration application in paper form by the printing of correspondence and of the completed application.
 - 1.13.4 Once verified, registration applications will be processed in SEMS by linking to the Voter Registration Record and populating applicable information related to the user, including:
 - 1.13.4.1 Name;
 - 1.13.4.2 Address;
 - 1.13.4.3 Date of Birth;
 - 1.13.4.4 Last four (4) digits of Social Security Number (SSN);
 - 1.13.4.5 Driver's License Number;
 - 1.13.4.6 Registration Source; and
 - 1.13.4.7 Other data as determine during JAD sessions.
- 1.14 The data from the online registration application shall be displayed in the image screen on the Voter Registration record.
- 1.15 The signature from the matching DPS record shall be displayed in the signature block on the Voter Registration record.
- 1.16 Currently, DPS registrations do not include populating the residential address in the Voter Registration Screen in SEMS to link to the Address Library. However, MSOS would like to investigate the possibility of populating the address and making the match to the Address Library in the background so SEMS users no longer need to re-type the applicant's address.
- 1.17 Once all information in the Voter Registration Record is entered, the SEMS user will click the "Save" button to complete the registration.
- 1.18 All current prompts in SEMS for Voter Registration Cards, notification of missing information, etc. will continue to be available to SEMS users with the implementation of the online registration interface.

- 1.19 Expanded options may include the ability for public users without a driver's license or DPS issued photo ID card to either submit an unverified online registration application or an application verified by social security number through an interface with AAMVA or the Social Security Administration. This feature should be priced as an option in the Cost Section.
- 1.20 Reporting requirements will include the ability to produce reports at both the County and State levels to track statistics of the online voter registration process. Specifics of the reporting will be discussed during the JAD Session.
- 1.21 Reports to track outreach activities to users whose applications could not be verified with DPS will also be required.
- 1.22 Online Voter Registration must also include integration into the Voter Search and Reports/Labels components of SEMS.
- 1.23 SEMS utilizes the following tools:
 - 1.23.1 Visual Studio .NET
 - 1.23.2 ORACLE
 - 1.23.3 Active Reports
 - 1.23.4 Image Basic
- 1.24 Access to SEMS and the interaction between the Online Voter Registration vendor and the SEMS Support vendor is critical to the success of this implementation.
- 1.25 All coding and implementation into SEMS must meet the review and testing of both MSOS and the SEMS Support vendor.
- 1.26 MSOS will utilize a SEMS Development or Test server to provide a sandbox environment for releases and User Acceptance Testing (UAT).
- 1.27 The Vendor shall ensure that all OLVR application and database software components maintain full compatibility with all interfacing systems, security systems and infrastructure.
- 1.28 The Vendor must have standardized, integrated, and documented software development procedures for website design, code development and interface activities. The Vendor shall employ these procedures for developing and maintaining the OLVR software. The documented process shall be submitted to and approved by MSOS before use. All software changes, upgrades, and enhancements shall be functionally analyzed; documented in functional specifications approved by MSOS; and fully tested (Unit and Integration Testing, Business Process Testing and Quality Assurance) before being sent to MSOS for UAT.
- 1.29 As a result of the JAD session , the Functional Specifications Document will be submitted and approval/signoff from MSOS must be obtained prior to starting development of the system.

- 1.30 The Vendor must perform testing of the software made by the developers to ensure the product fulfills the functional specifications before sending the code or release to MSOS for testing.
- 1.31 The Vendor will be required to warrant that all software developed by the Vendor for MSOS will perform as specified and will not result in disruption or loss of functionality that existed prior to introduction of the Vendor's new application software.
- 1.32 Prior to acceptance by MSOS, SEMS application software deliverables must undergo rigorous testing by the Vendor, migration to the SEMS Test server, and successful UAT by MSOS and the SEMS Focus Group prior to being moved to SEMS production.
- 1.33 The Vendor shall provide the test plan, including test scenarios used for Vendor testing of software changes or new releases prior to the new release being migrated to the UAT server for MSOS testing.
- 1.34 The timing of implementation of the OLVR System is dependent on Legislative changes during the 2016 Session to allow Online Voter Registration, and passage of funding for the system.